

## **City of York**

Position Title: Public Service Support Specialist

Department: Library - Library Assistant II

Reports To: Library Director

FLSA Status: Non-Exempt

### **General Summary:**

The Public Service Support Specialist is approved by the mayor and confirmed by the City Council. The Public Service Support Specialist is responsible for day-to-day management and supervision of public services at Kilgore Memorial Library. This position requires regular night and weekend hours.

### **Essential Job Functions:**

1. Prepares, monitors and maintains all aspects of library public services.
2. Selects, schedules, and supervises part-time public services staff.
3. Generates monthly and annual circulation reports as required by the library director for city council, state library, grants, and other agencies requesting library data.
4. Provides first tier reference service. Including basic public computing support and troubleshooting.
5. Develops and maintains procedures for circulation processes.
6. Serves as lead staff member for public circulation desk support.
7. Responsible for maintaining a welcoming and clean public environment in and outside the library. Including stack maintenance and public meeting rooms.
8. Responsible for managing interlibrary loan services provided by the library.
9. Responsible for coordinating all public announcements for safety, security, and news about events and closed days, both in-house and online.
10. Serves as in-house consultant for circulation module and reports from library management system.\*
11. Performs other related duties as requested by management. \*

\*These tasks do not meet the Americans With Disabilities Act definition of essential job functions and usually equal 5% or less of time spent. However, these tasks still constitute important performance aspects of the job.

**Knowledge, Skills, and Abilities:**

1. Knowledge and mastery of public service concepts, especially in 21<sup>st</sup>-century library setting.
2. Ability to provide training to individuals and groups in face-to-face and virtual settings on public service related topics.
3. Ability to effectively and easily communicate in person, on the telephone, and online.
4. Ability to design, use, and support library web presence.
5. Skill in the operation and basic maintenance of various office equipment including personal computer, printer, copy machine, scanners, cash register, microfilm reader/printer, and telecommunication systems.
6. Ability to work independent of supervision and to be self-motivated.
7. Ability to effectively collaborate with other library and city staff to create and maintain a user-friendly environment for all patrons, in person and online.
8. Ability to organize, prioritize, and handle multiple work tasks.
9. Ability to gather, review, analyze and interpret information.

**Education and Experience:**

Associate's degree with a specialization in library science, education, or other closely related field, Associate's degree in any field and two year's experience working in a public library. Must be willing to complete Nebraska Library Commission Public Librarian Certification in the first three years of employment.